

Staff Communication

Message from CEO



RSL Care community status post Cyclone Yasi

Issue date: 3 February 2011;
Time: 12.00pm

To all staff,

I am pleased to advise that all our people and residents are safe this morning.

Senior staff from each location have this morning advised us that staff and residents are all OK – a bit tired, but safe and well.

Specifically, Mackay RSL Care Bicentennial community has been given the all clear by the authorities for the Retirement Village residents to return.

In Townsville, at RSL Care Rowes Bay Community, the status of our care facility and our return to it is now subject to a favorable assessment of our buildings from a Q Build inspection, following meetings with the local SES this morning. This includes our retirement village.

Retirement village residents for Townsville are advised that they, too, must await the Q Build assessment of the site, so to keep in touch with RSL Care in order to ascertain when safe return is permitted.

Logistics for the move back to Rowes Bay Community are now well under way. The airport is now open, from 11.00am today.

There are now 19 RSL Care staff confirmed and assigned to fly to Townsville and assist in the re-establishment of the site once we are given the clearance to do so.

In Bowen, the on-site generator at RSL Care Cunningham Villas is working, after power cuts in the area.

In Cairns, the power is back on at RSL Care Farnorha and residents are being returned to their rooms and settling in.

Extra staffing assistance to Cairns and Bowen is expected to be minimal, most likely leadership relief roles and this is being finalised today.

Our HomeCare teams are starting to contact clients by phone regarding their location with a view to considering skeleton services commencing in Mackay, Cairns and then Townsville.

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As further information comes to hand, we will make that available to our reception staff, key planning teams for post event support and also on our corporate website.

Further general updates will be posted to the RSL Care website www.rslcare.com.au. Please check the website for further updates.

A handwritten signature in black ink, appearing to read "Ross Smith".

Ross Smith
CEO
RSL Care